

U.S. Appln. No. 10/090,546
Atty. Docket No. 01-4004D

IN THE CLAIMS:

The following is a complete listing of the claims in this application, reflects all changes currently being made to the claims, and replaces all earlier versions and all earlier listings of the claims:

1. (currently amended) A method of visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said method comprising the steps of:

obtaining a recording of calls recorded from end to end;

annotating events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the call by categorizing the call into one of a plurality of call types in accordance with a manner in which the call was handled by the call processing center;

segregating time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events;

tabulating the timings by call type; and

preparing and visually displaying bar graphs to illustrate the timings of the predetermined significant events for each of the plurality of call types.

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2. (original) A method according to Claim 1, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

3. (original) A method according to Claim 1, wherein call types are categorized by call dispositions of the plurality of recorded calls.

4. (original) A method according to Claim 1, wherein call types are categorized by final destinations of the plurality of recorded calls.

5. (currently amended) An apparatus for visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said apparatus comprising:

means for obtaining a recording of calls recorded from end to end;

means for annotating events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the call by categorizing the call into one of a plurality of call types in accordance with a manner in which the call was handled by the call processing center;

means for segregating time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events;

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means for tabulating the timings by call type; and

means for preparing and visually displaying bar graphs to illustrate the timings of the predetermined significant events for each of the plurality of call types.

6. (original) An apparatus according to Claim 5, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

7. (original) An apparatus according to Claim 5, wherein call types are categorized by call dispositions of the plurality of recorded calls.

8. (original) An apparatus according to Claim 5, wherein call types are categorized by final destinations of the plurality of recorded calls.

9. (currently amended) A system for visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR) portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said system being operable to:

obtain a recording of calls recorded from end to end;

annotate events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the

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recorded call by categorizing the call into one of a plurality of call types in accordance with a manner in which the call was handled by the call processing center;

scgregate time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events;

tabulate the timings by call type; and

preparing and visually displaying bar graphs to illustrate the timings of the predetermined significant events for each of the plurality of call types.

10. (original) A system according to Claim 9, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

11. (original) A system according to Claim 9, wherein call types are categorized by call disposition of the plurality of recorded calls.

12. (original) A system according to Claim 9, wherein call types are categorized by final destinations of the plurality of recorded calls.

13. (currently amended) A computer program product embodying a program for implementing a method of visually representing call events and completion times on a call-type basis for calls to an automated response system of a call processing center, a call to the call processing center including an interactive voice response (IVR)

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portion of the call, and, at a caller's option, a hold portion of the call and an agent-caller dialog portion of the call, said computer program product comprising:

code for obtaining a recording of calls recorded from end to end;

code for annotating events of interest that occurred during a recorded call, time stamping a time when each event of interest occurred, and determining a call type of the call by categorizing the call into one of a plurality of call types in accordance with a manner in which the call was handled by the call processing center;

code for segregating time stamp data for predetermined significant events of the annotated events of interest, the time stamp data for the predetermined significant events providing timings for the predetermined significant events;

code for tabulating the timings by call type; and

code for preparing and visually displaying bar graphs to illustrate the timings of the predetermined significant events for each of the plurality of call types.

14. (original) A computer program product according to Claim 13, wherein the significant events include a caller entering the IVR portion, a caller being placed on hold, and a caller being transferred to a live agent.

15. (original) A computer program product according to Claim 13, wherein call types are categorized by call dispositions of the plurality of recorded calls.

16. (original) A computer program product according to Claim 13, wherein call types are categorized by final destinations of the plurality of recorded calls.